

SPDAP Calls Received/Web Site Data 2018 - 2019 YTD			
Month/Year	Web Visitors	Web Pages Viewed	Calls Received
January 2018	1,017	5,267	2,968
February 2018	823	4,030	1,806
March 2018	781	3,827	1,438
April 2018	809	3,927	1,250
May 2018	557	3,081	1,137
June 2018	962	3,683	1,325
July 2018	1,135	5,958	1,396
August 2018	1,104	5,290	1,095
September 2018	958	4,781	685
October 2018	1,359	7,240	1,464
November 2018	973	5,423	1,698
December 2018	854	4,233	1,440
Total	11,332	56,740	17,702
January 2019	958	4,978	1,973
February 2019	721	3,731	1,729
March 2019	755	3,453	1,069
April 2019	689	3,096	793
May 2019	713	3,138	713
June 2019	576	2,599	859
July 2019	717	3,477	1,233
August 2019	641	2,668	680
September 2019	712	3,217	621
October 2019	1,059	5,222	1,145
Total	7,541	35,579	10,815

SPDAP Calls Received/Avg Call Time Data 2018 - 2019 YTD			
Month/Year	Avg. Call Time	Month/Year	Avg. Call Time
January 2018	3.12	January 2019	3.06
February 2018	3.21	February 2019	3.26
March 2018	2.57	March 2019	3.16
April 2018	2.59	April 2019	3.10
May 2018	3.02	May 2019	3.09
June 2018	2.55	June 2019	3.00
July 2018	2.48	July 2019	2.39
August 2018	2.53	August 2019	3.04
September 2018	3.29	September 2019	3.16
October 2018	2.53	October 2019	2.50
November 2018	2.58		
December 2018	3.09		
Average Monthly Call Time/Minutes	2.80		2.98